

Additional Service Charges

South Australia

Effective from 25 July 2017



Move In Connection/Move Out Final Read Charges

Electricity

Local Network Service provider (LNSP)	Connection/Final Read time	Charge incl. GST
SA Power Networks	Business Hours Connection	\$40.48
SA Power Networks	Business Hours Final Read	\$15.07

Note - To receive a business hours charge Red Energy generally requires notification before 1pm on the business day prior to the request for re-energisation. For connections outside of these times please contact Red Energy on 131 806. Additional fees and charges apply for a non-business hour connection.

Gas

Distributor	Service Description	Charge incl. GST
Australian Gas Networks	Special Meter Reading	\$11.44

Note - If the gas supply at the property has been disconnected, a connection (meter unplug) will be required to resume the gas supply. Additional fees and charges apply for a meter unplug service.

Other Account Related Charges

Type	Charge incl. GST	Conditions
Final Account Administration Charge	\$5 per billing period	Applied to accounts where a credit balance remains after the account has been closed for more than one (1) month.
Refund cheque cancellation	\$15	Applied to accounts where the incorrect information (bank account details, address) has been provided to Red Energy and the cheque then needs to be cancelled.
Payment Dishonours	\$10.45	Dishonoured Cheque
	\$25	Dishonoured payments made at Australia Post Outlets
	\$2.75	Dishonoured direct debit payment from a bank account

Red Energy Process and Handling Charges

Process and Handling: (Based on the total charge from the distributor)	Charge incl. GST
\$5 - \$99	\$5
\$100 - \$499	\$25
\$500 - \$999	\$50
More than \$1000	\$150

A process and handling charge will be levied based on the total service charge levied.

Please note that this document is not an exhaustive list of the fees and charges that you may be required to pay. Red Energy may also pass through any additional charge levied by a third party that we pay on your behalf. The charges for distributor related services may include our process and handling charge for arranging such services. Please contact Red Energy on 131 806 to obtain pricing for any services not listed on this document.